



**BUREAU OF ELECTRONIC AND APPLIANCE REPAIR**  
**3485 Orange Grove Ave., North Highlands, CA 95660**  
**916.574.2069**



## INTERNET COMPLAINT FORM

PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

PERSON FILING COMPLAINT (COMPLAINANT):		COMPLAINT FILED AGAINST (RESPONDENT):		LICENSE/REG. NO IF KNOWN
ADDRESS (NUMBER) (STREET) (SUITE #)		ADDRESS (NUMBER) (STREET) (SUITE #)		
(CITY) (STATE) (ZIP CODE)		(CITY) (STATE) (ZIP CODE)		
PHONE WHERE YOU CAN BE REACHED: 8am-5pm		PHONE NUMBER		
HOME PHONE	DO YOU WANT TO REMAIN ANONYMOUS? <input type="checkbox"/> YES <input type="checkbox"/> NO		PERSON DEALT WITH:	

PLEASE SPECIFY TYPE OF COMPLAINT FOR THE REPAIR OR ON THE SERVICE CONTRACT OF YOUR:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Television                | <input type="checkbox"/> Auto Alarm, Stereo, Video or Installation | <input type="checkbox"/> Washer/Dryer   | <input type="checkbox"/> Dishwasher              |
| <input type="checkbox"/> Satellite or Installation | <input type="checkbox"/> Home Stereo, CD Players, Radio            | <input type="checkbox"/> Oven/Range     | <input type="checkbox"/> Trash Compactor         |
| <input type="checkbox"/> Computer/Accessories      | <input type="checkbox"/> Refrigerator/Freezer                      | <input type="checkbox"/> Microwave Oven | <input type="checkbox"/> VCR/DVD Recorder/Player |
| <input type="checkbox"/> Digital Equipment         | <input type="checkbox"/> Window Air Conditioners                   | <input type="checkbox"/> Video Games    | <input type="checkbox"/> Other _____             |

PRODUCT MAKE/MODEL/ITEM OF CONCERN:

DATE OF REPAIR/SERVICE:

BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC--WHO, WHAT, WHEN, WHERE, HOW): (Use additional paper if needed)

WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?

READ THE FOLLOWING BEFORE SIGNING BELOW

**PLEASE ATTACH TO THIS FORM COPIES OF ANY PAPERS INVOLVED (CONTRACTS, BILLS RECEIVED, CORRESPONDENCE, INVOICES, ESTIMATES, ETC.). PAPERWORK RECEIVED WILL NOT BE COPIED AND/OR RETURNED.**

I HEREBY CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE ABOVE STATEMENTS ARE CORRECT.

SIGNATURE

(BEAR Rev.01/04)

DATE

THE FOLLOWING IS INFORMATION THAT WILL ASSIST YOU IN FILING YOUR COMPLAINT WITH THE BUREAU OF ELECTRONIC AND APPLIANCE REPAIR:

**JURISDICTION:**

The Bureau mediates and investigates complaints and has jurisdiction over:

- The **repairing, servicing, or maintenance** of home entertainment equipment such as **televisions, radios, and audio video equipment**. The **repair and installation** of **radios, stereos or burglar alarms** used in private vehicles; **including service/maintenance contracts** on same.
- The **repairing, servicing, or maintenance** of major appliances such as **refrigerators, freezers, ranges, ovens, microwave ovens, washers, dryers, dishwashers, and/or room air conditioners** normally used or sold for use in the home or in private motor vehicles; **including service/maintenance contracts** on same.
- The **installation, repair, service, or maintenance** of **television and radio antennas** on or adjacent to a residence.
- The **repairing, servicing, or maintenance** of **home office computers** and accessories, **fax machines, copy machines including service/maintenance contracts** on same.
- **Service Contracts** sold on the following products/equipment: **home entertainment equipment, major appliances, or home office equipment (as listed above), furniture, jewelry, lawn and garden equipment, power tools, fitness equipment, telephone equipment, small kitchen appliances and tools, or home health care products.**

**NO JURISDICTION:**

The Bureau has no jurisdiction over:

- The **repair** of small appliances such as vacuum cleaners, toasters, steam irons, etc.
- Service or maintenance of equipment used in commercial, industrial, or governmental establishments.
- The **cost** of repair work or service.
- The sale or rental of electronic equipment and appliances.

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